



MCTOIC SLA Brief

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22 May 2003

NMCI SLA Background



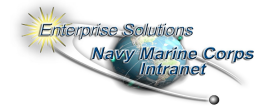
- **Originally developed by DON in Nov 1999**
 - A full year before contract award
 - Prior to knowledge of the contractor's architecture and engineering
 - Based on industry responses to the NMCI draft RFP
- **First measured in October 01**
 - At the four CT&E Sites until Summer 02
 - At all sites starting one month after cut-over
 - Currently 64K seats at 110 sites are being measured
- **Have undergone two major revisions since award**
 - Clarification of measurement process language
 - More descriptive of current architecture and service delivery model
 - Contained in formal Contract Modifications P00041 and P00051
- **Are undergoing Independent Verification and Validation (IV&V) of the measurement processes**

Service Level Agreements

- **Specific SLAs apply to specific services**
 - Ordered and delivered by CLIN
 - Described in the Statement of Objectives (SOO, Attachment 1)
- **Divided into 45 SLAs, 184 Performance Categories (PCs), and 3 Levels of Service (LOS)**
- **Describe in detail:**
 - What is measured
 - How it is measured
 - Who measures it
 - When and how it is reported
 - How much we want
- *Influence full payment, incentives, and credits*
- *Influence network design and on-going performance*

The HEART of the contract!!!!

SLAs and Payment



■ **Para. 5.9 - Full Payment Clause**

- All SLAs must be met for 100% payment
- Provides incentive to contractor to:
 - Speed transition from legacy to NMCI
 - Stabilize the environment quickly
 - Provide all contract services upfront

■ **Para. 6.14 - Incentives**

- Small Business: \$1.25M/yr
- IA: \$10M/yr
- FOC: \$10M
- Customer Satisfaction: Up to \$100.00/seat/QTR

■ **Para. 6.15.1 Credit for Service Downtime**

- SLIP Plan – EDS construct – needs improvement

**Major Component of Acquisition
Strategy**

SLAs Influenced Technical Design



■ **Tight Security**

- Best-of-Breed security products, government DAA approval

■ **High availability**

- Redundant paths, clustered servers, automated fail-over

■ **End-to-End Performance**

- Flat network, state of the art routing architecture
- Big pipes, minimal hops, robust infrastructure

■ **Contingency Operations Included**

- Low average bandwidth utilization
- Disaster Recovery/Business Continuity Plans

■ **Problem Resolution**

- Distributed monitoring, remote control
- Centralized configuration management (~~)

Current architecture contains all of these elements

Milestones and Full Payment

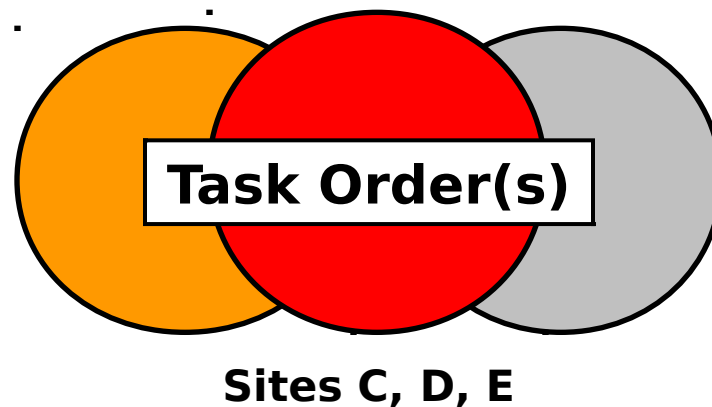
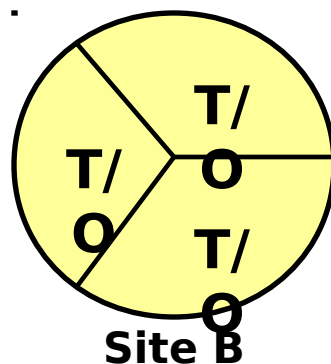
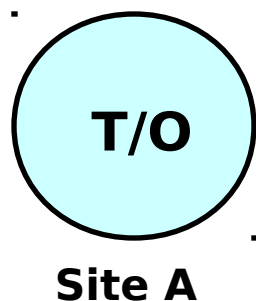


- **Five Congressional Decision Points were assigned to assess NMCI performance**
 - Contractor Test and Evaluation – Passed May 02
 - COTF Operational Assessment – Passed Dec 02
 - NMCI-DIR 20K Seats Meeting SLAs – Passed Feb 03
 - NMCI-DIR NAVAIR HQ passing SLAs – Evaluation ongoing
 - COTF Operational Evaluation – Summer 03
- **The success criteria developed for each of these events has been unique to that event**
- **The results have been represented and endorsed as positive progress toward achieving the program objectives**
- **Meeting SLAs for payment purposes will require achievement per the strict interpretation of the contract language**

Performance to Payment



- **SLA measurement is aggregated geographically**
 - Site, Server Farm, NOC, Enterprise
 - SLAs are reported in a monthly SLA Report
- **Services are requested and paid for by Task Orders**
 - CLINs: What, how many, where, when, who pays, cost data
 - Task Orders are entered in the NOIS system
- **Task Orders can include any combination of services**
 - NMCI Asset Management keeps track of installed services
- **An automated tool is required to associate the complex performance to payment calculations**



SLA Payment Tool Requirements



■ Flexibility

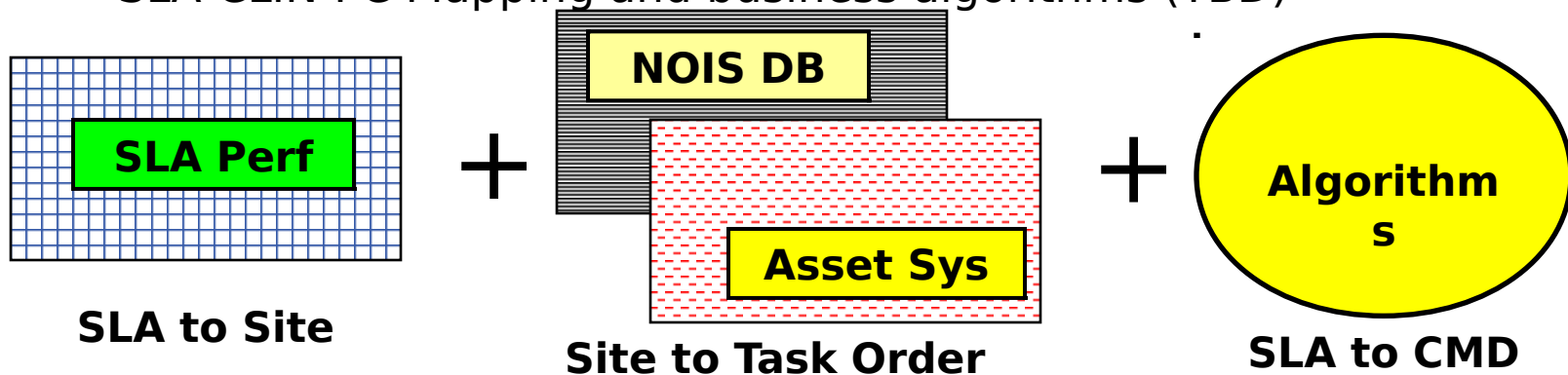
- Task Orders will change
- SLAs will change
- Information requirements will change

■ Ease of use

- Minimal data entry from central, authoritative sources
- Maximum value to Contract Admin personnel, Commands, Contractor
 - Invoice certifications, Tailored SLA reports, Credit calculations

■ Current data source integration

- NOIS Ordering System
- SLA Performance Reports
- NMCI Asset Management system (TBD)
- SLA-CLIN-PC Mapping and business algorithms (TBD)



SLA Improvements



■ More fundamental change is needed

- Complexity of SLA attainment is a negative motivation for EDS
- Some SLAs do not provide the most important performance indicators to the government

■ PCO is leading the initiative

- Streamline SLAs
 - Reduce the number and complexity, emphasize performance
 - Eliminate redundancy, logically regroup like measurements
 - Move administrative requirements to the SOO
 - Develop new SLAs that were under-represented before

■ First drafts of SLA re-writes are under review now, next step is to share with major claimants and EDS - **USMC participation will be essential!**

- **The majority of SLAs are being met (70+%)**
- **Several areas require improvement**
 - Desktop Availability & Problem Resolution
 - E-mail File Transfer Performance and Problem Resolution
 - Application Latency (Directory, File Shares, DNS - Network and RAS)
 - Information Assurance - Configuration and Intrusion Testing
 - DISA WAN Performance
 - MAC Performance
 - Software Distribution and Upgrades
 - Asset Management
- **What USMC can do:**
 - Continue to remain aware of performance
 - Daily Operational Reports display daily performance
 - Network Ops display (when available) displays real-time performance
 - SLA reports display historical (monthly) performance
 - Expand education for USMC customers to set expectations
 - Participate in SLA Change

Summary



- **NMCI is a performance based services contract**
- **SLAs are the key to achieving the acquisition goals**
- **SLAs are designed to and will change over time**
- **Education is the key to customer understanding**
- **Participation is the key to influence and improvement**

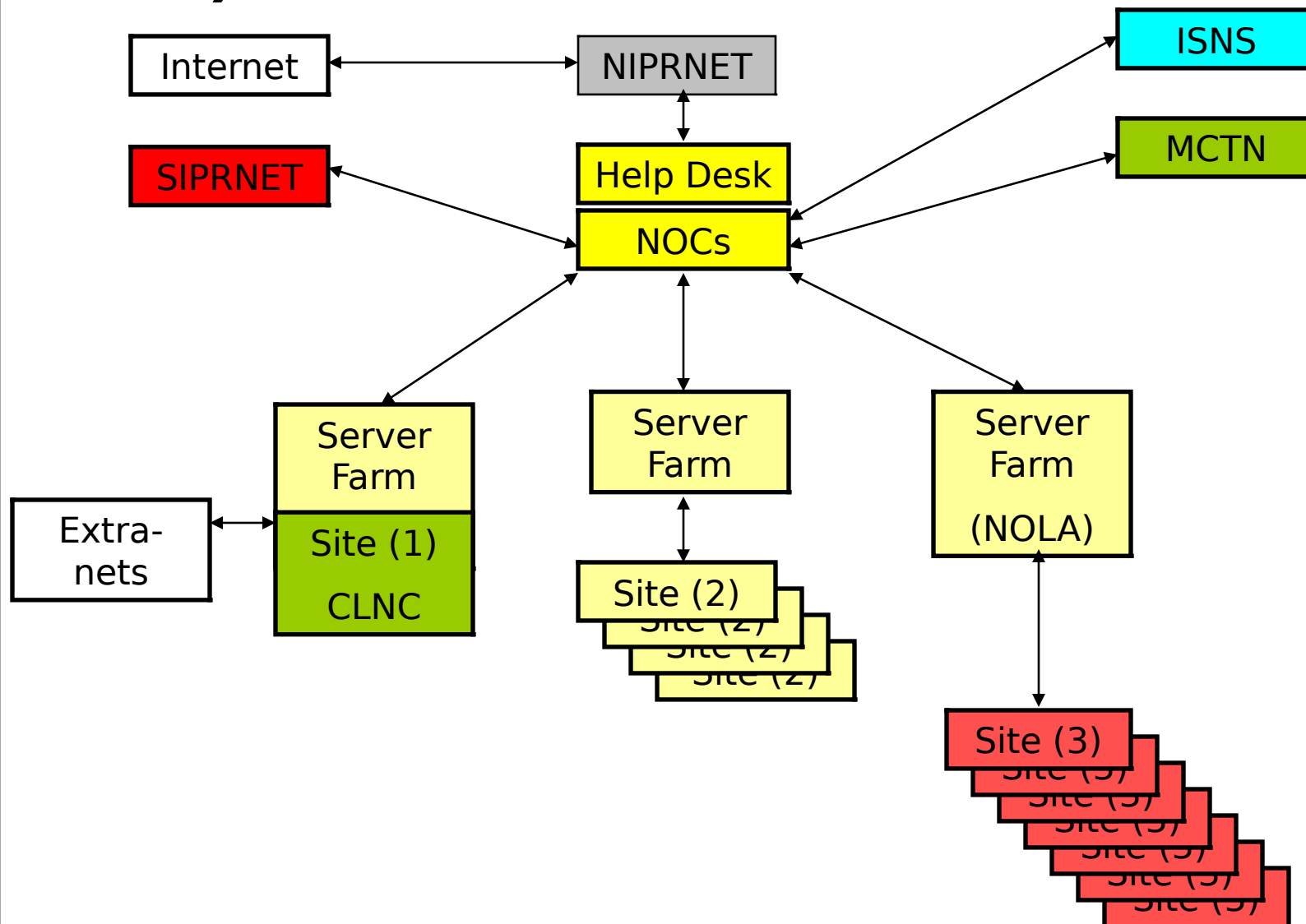
NMCI Information Sources



- **SPAWAR Contracts website**
 - www.nmci.spawar.navy.mil
 - THE OFFICIAL CONTRACT
- **USMC NMCI website**
 - <http://www.nmciinfo.usmc.mil/>
- **EDS website** www.eds.com/nmci
- **SLA Website**
 - <http://www.nmci-eds.com/sla/index.asp>
- **Daily operational reports website**
 - http://www.nmci-eds.com/op_reports/index.asp

Backup Slides

NMCI Architecture (High Level)

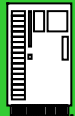


Enterprise Management System (EMS)

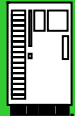
Feb 03



Event Management

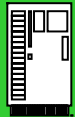


TEC
Tivoli Event Management



Cisco Works
Network Management

PHASE 2



NetView
Systems Management

Tivoli Event Console



Server Farm



File & Print
Server

MS Exchange
Server

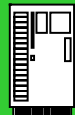


Web Server



Domain Controller

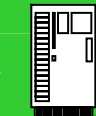
Tivoli
Framework



Server Gateway
SUN e420



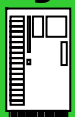
Tivoli Hub
SUN e420



Tivoli Spoke
SUN e420

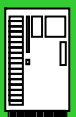
PHASE 1

Distributed
Monitoring



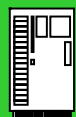
SUN
e420

Remote
Control



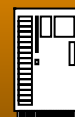
SUN
e420

Enterprise
Queue



SUN
e420

Inventory



SUN
e420

TAPM
PHASE 2



Dell
Win2k

Novadigm
Software
Distribution



Dell
Win2k

NMCI Seat

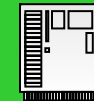


(Endpoints)



Client Gateway
Win2k

Incident Management



Avaya
ACD

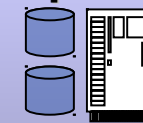


Help Desk

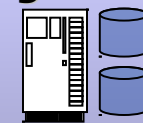


SUN
e6500

SLA Reporting



Tivoli
e4500

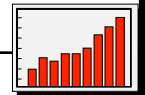


Report
e4500

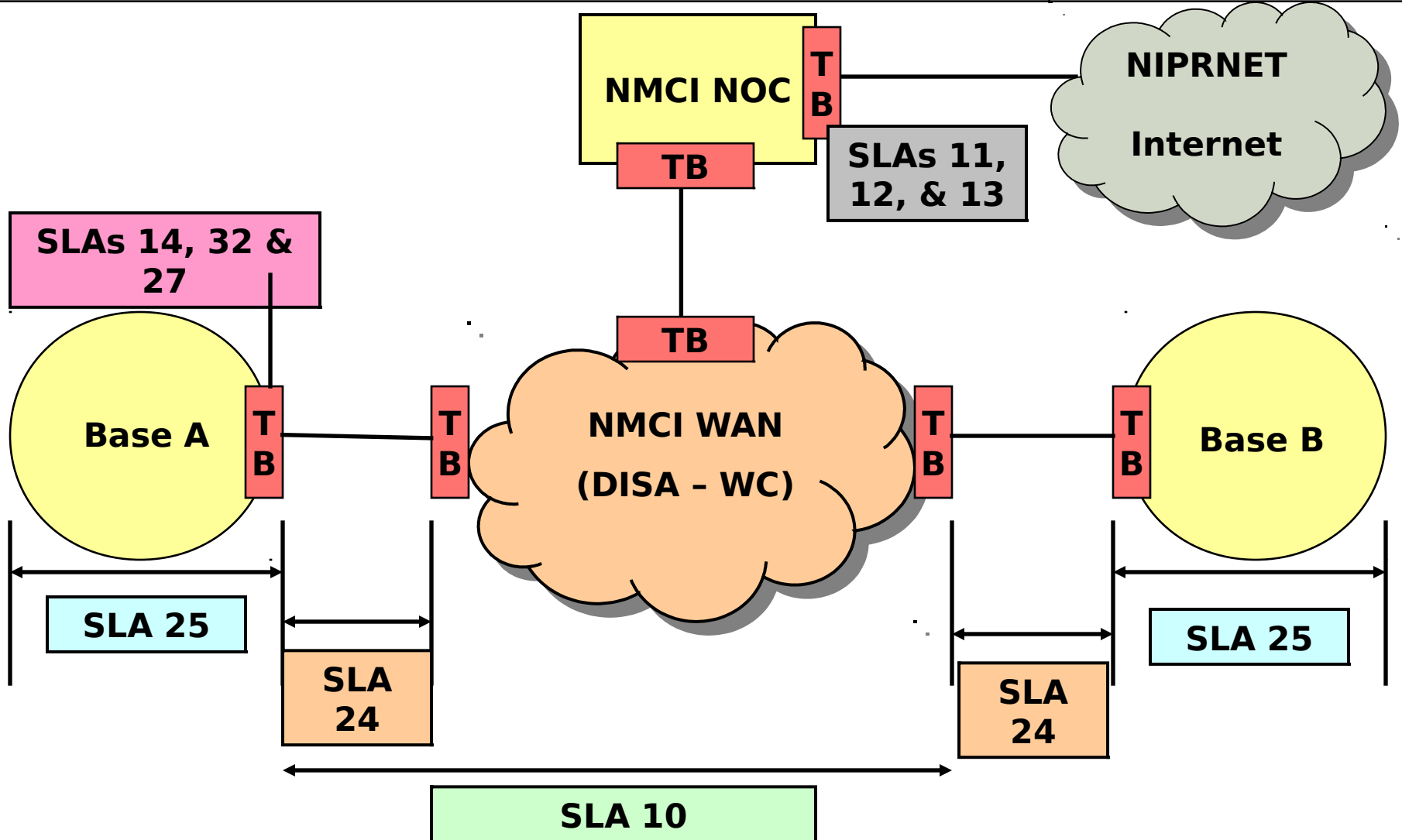
Business
Objects



Output



Network SLA Measurement



Availability, what the “9’s” mean



Target %	Down-time in a month	Down-time in a year
99.9999	0.0438 min	0.00876 hrs (.52 min)
99.999	0.438 min	0.0876 hrs (5.2 min)
99.99	4.38 min	0.876 hrs (52 min)
99.9	43.8 min	8.76 hrs
99.8	86.4 min	17.52 hrs
99.7	131.4 min	26.28 hrs
99.6	175.2 min	35.04 hrs
99.5	219.0 min	43.8 hrs
99.0	438.0 min	87.6 hrs

